

# \*\*\* CAREER OPPORTUNITY \*\*\*



## UNITED STATES DISTRICT COURT NORTHERN DISTRICT OF TEXAS

**More than one position may be filled**

**Position Title:** Information Technology Technician #18-12  
**Location:** Dallas, Texas  
**Closing Date:** Open Until Filled  
**Salary/Range:** CL-24/25 (\$39,196 - \$59,539)\*

\*Depending upon qualifications and experience

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### **POSITION OVERVIEW:**

This position is located in the District Clerk's Office in Dallas, Texas and is responsible for end user support activities. The incumbent provides help desk and technical support on IT systems throughout the district. The incumbent assists with courtroom support activities, including audio and video components, their respective network protocols and subsequent integration within the courtroom environment. The incumbent also assists with the installation and configuration of computer hardware and software programs, and performs routine to moderately complex troubleshooting for hardware and software systems. This position reports directly to the Assistant Director of Information Technology.

### **REPRESENTATIVE DUTIES:**

- Responds to help desk calls and e-mails, logs computer problems, and assists with routine problems. Assists with web access. Provides information and assistance to users on applications such as word processing and data entry. Assists with creating user accounts and providing end user training when appropriate.
- Assists in the support of audio/visual systems throughout the district for courtroom proceedings, presentations, and video conferencing.
- Creates and runs reports. Installs and/or assists in the installation of upgrades for new or revised off-the shelf/desktop releases. Sets up, configures, installs, and documents hardware and software.
- Provides support for mobile computing devices and remote access. Confirms that back-ups are scheduled and executed. Performs inventory control duties.
- Provides cabling support.
- Prepares and maintains the documentation, standard operating procedures, and checklists for end users and other technicians. Troubleshoots hardware and software problems. Performs basic system support for VOIP telephone systems, such as additions, deletions, and moves. Analyzes help desk log.

- Monitors day-to-day operations of the equipment and systems. Acts as the technical expert in solving computer system problems.
- Recommends hardware, equipment, and software updates.
- Periodic travel to provide support to divisional offices outside of Dallas (Abilene, Amarillo, Fort Worth, Lubbock, San Angelo and Wichita Falls).

#### **GENERAL EXPERIENCE:**

A minimum of two (2) years of hands-on experience working with PC based systems hardware and software, including printers, scanners, tablets, smart phones, audio/visual systems, and other peripheral devices, is required. A high school diploma is required. A bachelor's degree from an accredited college or university is preferable.

#### **SPECIALIZED EXPERIENCE:**

The incumbent must be organized with an eye for detail, and must have excellent follow-through skills. The ability to troubleshoot and perform software and hardware maintenance in a courtroom environment is required. A thorough knowledge of current electronic technology and its related software is required.

The ability to communicate technical information effectively (orally and in writing) to end users and IT management in a manner that they can understand; the ability to interact effectively and appropriately with others; the ability to provide customer service and resolve difficulties while complying with regulations; rules, and procedures, and the ability to work as part of a team.

Knowledge of VOIP and wireless systems and A/V experience is preferred. Knowledge of custom off-the-shelf computer hardware and software programs, including knowledge of computer processes and capabilities, including a general understanding of case management systems.

#### **BENEFITS:**

Employees of the U.S. District Court are entitled to benefits, which include health and life insurance programs, scheduled holidays and periodic salary increases. The Court is not authorized to reimburse candidates for travel or moving expenses. This position is subject to mandatory Electronic Funds Transfer participation for payment of net pay.

The final candidate will be subject to a background investigation by law enforcement agencies, which includes FBI fingerprinting. Employment will be contingent upon a favorable response from this investigation. The applicant must be a United States citizen or a lawful permanent resident (i.e., green card holder) who is seeking citizenship.

#### **Submit resume with salary history to:**

##### **Human Resources #18-12**

U.S. District Court - Northern District of Texas

1100 Commerce Street, # 1452

Dallas, TX 75242

Fax: (214) 753-2247

Email: [humanresources@txnd.uscourts.gov](mailto:humanresources@txnd.uscourts.gov)

**\*\*\*\*\*The Court is an Equal Opportunity Employer\*\*\*\*\***

The Court reserves the right to modify the conditions of this job announcement, to withdraw the announcement, or to fill the position sooner than the closing date without prior notice. The U.S. District Court requires employees to adhere to a Code of Ethics and Conduct. **This court provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and interviewing process, please notify the local human resources representative.** The decision on granting reasonable accommodations will be made on a case by case basis.